

In the Claims

1-145. (Cancelled)

146. (Currently Amended) A method of operating a communication system to route web calls to a web call center including a plurality of web call resources to handle the web calls, the method comprising:

receiving a web call for the web call center, wherein the web call originates from a user device;

processing a cookie for the user device to select one of the web call resources to handle the web call originating from the user device; and

~~generating routing information for the web call originating from the user device to the selected web call resource; and~~

~~transferring the routing information to extend the web call originating from the user device to the selected web call resource.~~

extending the web call originating from the user device to the web call resource that is selected based on the cookie.

147. (Previously presented) The method of claim 146, wherein the web call comprises a Get Document request in Hyper Text Transfer Protocol.

148. (Previously presented) The method of claim 146, wherein the selecting is further based upon caller entered information.

149. (Previously presented) The method of claim 146, wherein the selecting is further based upon an Internet Protocol address.

150. (Previously presented) The method of claim 146, wherein the selecting is further based upon a domain name.

151. (Previously presented) The method of claim 146, wherein the selecting is further based upon one or more of a day or a time of day.

152. (Previously presented) The method of claim 146, wherein the selecting is further based on a least busy agent.

153. (Previously presented) The method of claim 146, wherein the selecting is further based on a least congested route.

154. (Previously presented) The method of claim 146, wherein the selecting is further based on one or more of a class of service or a quality of service.

155. (Previously presented) The method of claim 146, further comprising selecting a web service application based upon the cookie.

156. (Currently Amended) A communication system for routing web calls, the communication system comprising:

a plurality of web call resources for handling web calls; and

a web call center configured to receive a web call that originates from a user device, process a cookie for the user device to select one of the web call resources to handle the web call originating from the user device, ~~generate routing information for the web call originating from the user device to the selected web call resource, and transfer the routing information to extend the web call originating from the user device to the selected web call resource; and extend the web call originating from the user device to the web call resource that is selected based on the cookie.~~

157. (Previously presented) The communication system of claim 156, wherein the web call comprises a Get Document request in Hyper Text Transfer Protocol.

158. (Previously presented) The communication system of claim 156, wherein the selecting is further based upon caller entered information.

159. (Previously presented) The communication system of claim 156, wherein the selecting is further based upon an Internet Protocol address.

160. (Previously presented) The communication system of claim 156, wherein the selecting is further based upon a domain name.

161. (Previously presented) The communication system of claim 156, wherein the selecting is further based upon one or more of a day or a time of day.

162. (Previously presented) The communication system of claim 156, wherein the selecting is further based on a least busy agent.

163. (Previously presented) The communication system of claim 156, wherein the selecting is further based on a least congested route.

164. (Previously presented) The communication system of claim 156, wherein the selecting is further based on one or more of a class of service or a quality of service.

165. (Previously presented) The communication system of claim 156, wherein the web call center is further configured to select a web service application based upon the cookie.